

Candidate forename		Candidate surname	
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Centre number						Candidate number				
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**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
ADVANCED SUBSIDIARY GCE**

F910

HEALTH AND SOCIAL CARE

Promoting Quality Care

MONDAY 10 JANUARY 2011: Afternoon

DURATION: 1 hour 30 minutes

SUITABLE FOR VISUALLY IMPAIRED CANDIDATES

Candidates answer on the question paper.

OCR SUPPLIED MATERIALS:

None

OTHER MATERIALS REQUIRED:

None

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

- **Write your name, centre number and candidate number in the boxes on the first page. Please write clearly and in capital letters.**
- **Use black ink. Pencil may be used for graphs and diagrams only.**
- **Read each question carefully. Make sure you know what you have to do before starting your answer.**
- **Write your answer to each question in the space provided. If additional space is required, you should use the lined pages at the end of this booklet. The question number(s) must be clearly shown.**
- **Answer ALL the questions.**

INFORMATION FOR CANDIDATES

- **The number of marks is given in brackets [] at the end of each question or part question.**
- **The total number of marks for this paper is 100.**
- **You will be awarded marks for the quality of written communication where an answer requires a piece of extended writing.**

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1 (a) Give an example of direct racial discrimination.

_____ [1]

(b) Give THREE possible effects of racial discrimination on an individual.

1. _____

2. _____

3. _____ [3]

(c) Name ONE piece of legislation that aims to protect people who have experienced racial discrimination.

_____ [1]

(d) Identify and explain THREE barriers minority ethnic groups could face when accessing services.

1. _____

2. _____

3. _____

_____ [6]

(e) Identify and explain TWO ways an organisation could ensure its Equal Opportunities Policy is implemented.

1. _____

2. _____

_____ [4]

[Total: 15]

2 (a) Identify the FIVE components of an Equal Opportunities Policy.

1. _____

2. _____

3. _____

4. _____

5. _____ [5]

(b) Identify a policy that could be used to promote quality care in a health and social care setting.

Explain the benefits for a person who uses services and service providers of this policy.

3 (a) Identify FOUR early years values of care. Give an example of how people working with children could apply each value of care in their day-to-day work.

1. _____

2. _____

3. _____

4. _____

_____ **[8]**

5 (a) Identify THREE agencies of secondary socialisation. Describe how each could influence a person's attitudes towards people with disabilities.

1. _____

2. _____

3. _____

_____ **[6]**

[9]

[Total: 15]

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